

Fitchburg Gas and Electric Light Company d/b/a Unitil

Electric Division

Telephone Service Factor

Benchmarks, Standard Deviations, and Supporting Calculations

Non-Emergency Calls

Benchmark	59.6%	handled within 20 seconds
Current Year Performance	2005: 68.5%	handled within 20 seconds
Historical Data Used to Set Benchmark	2004: 75.7%	handled within 20 seconds
	2003: 66.3%	handled within 20 seconds
	2002: 64.4%	handled within 20 seconds
	2001: 63.0%	handled within 20 seconds
	2000: 51.5%	handled within 20 seconds
	1999: 48.8% (1)	handled within 20 seconds
	1998: 47.3% (1)	handled within 20 seconds
Average	59.6%	handled within 20 seconds
Standard Deviation Calculation	10.6%	handled within 20 seconds
Penalty Range	49.0% to 38.4%	
Offset Range	70.1% to 80.7%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

(1) As revised in response to DTE-1-1 in DTE 03-19, filed on May 7, 2003.

Emergency Call Data

Benchmark	60.9%	
Current Year Performance	2005: 69.8%	handled within 20 seconds
Historical Data Used to Set Benchmark	2004: 76.2%	handled within 20 seconds
	2003: 50.2%	handled within 20 seconds
	2002: 46.2%	handled within 20 seconds
	2001: 70.8% (1)	handled within 20 seconds
Average	60.9%	handled within 20 seconds
Standard Deviation Calculation	14.9%	
Penalty Range	46.0% to 31.1%	
Offset Range	75.7% to 90.6%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

(1) Based on September through December 2001 data, and as revised in response to DTE-1-1 in DTE 03-19, filed on May 7, 2003.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Electric Division

Service Appointments Met As Scheduled

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	99.1%	met as scheduled
Current Year Performance	2005: 99.0%	met as scheduled
Historical Data Used to Set Benchmark	2004: 99.3%	met as scheduled
	2003: 99.3%	met as scheduled
	2002: 99.6% (1)	met as scheduled
	2001: 98.7%	met as scheduled
	2000: 98.5%	met as scheduled
Average	99.1%	met as scheduled
Standard Deviation Calculation	0.5%	met as scheduled
Penalty Range	98.6% to 98.2%	
Offset Range	99.5% to 100.0%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

(1) As revised in response to DTE-1-2 in DTE 03-19, filed on May 7, 2003.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Electric Division

On-Cycle Meter Readings

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	94.9%	meters read on-cycle
Current Year Performance	2005: 95.3%	meters read on-cycle
Historical Data Used to Set Benchmark	2004: 96.6%	meters read on-cycle
	2003: 96.4%	meters read on-cycle
	2002: 96.9%	meters read on-cycle
	2001: 96.1%	meters read on-cycle
	2000: 93.9%	meters read on-cycle
	1999: 94.9%	meters read on-cycle
	1998: 89.3%	meters read on-cycle
Average	94.9%	meters read on-cycle
Standard Deviation Calculation	2.7%	meters read on-cycle
Penalty Range	92.2% to 89.5%	
Offset Range	97.5% to 100.0%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Electric Division

Consumer Division Cases⁽¹⁾

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	0.0 Cases	
Current Year Performance	2005:	0.0 Cases
Historical Data Used to Set Benchmark	2004:	0.0 Cases
	2003:	0.0 Cases
	2002:	0.0 Cases
	2001:	0.0 Cases
	2000:	0.0 Cases
	1999:	0.0 Cases
	1998:	0.0 Cases
	1997:	0.0 Cases
	1996:	0.0 Cases
	1995:	0.0 Cases
Average	0.0 Cases	
Standard Deviation Calculation	0.0 Cases	
Penalty Range	0.0 to 0.0 Cases	
Offset Range	0.0 to 0.0 Cases	

Note: Data provided to the nearest 10th of a case.

(1) All consumer division cases for FG&E are reported under FG&E's gas division.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Electric Division

Billing Adjustments

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	\$0.52 per 1,000 Customers	
Current Year Performance	2005:	\$0 per 1,000 Customers
Historical Data Used to Set Benchmark	2004:	\$0 per 1,000 Customers
	2003:	\$0 per 1,000 Customers
	2002:	\$0 per 1,000 Customers
	2001:	\$0 per 1,000 Customers
	2000:	\$0 per 1,000 Customers
	1999:	\$0 per 1,000 Customers
	1998:	\$5.16 per 1,000 Customers
	1997:	\$0 per 1,000 Customers
	1996:	\$0 per 1,000 Customers
	1995:	\$0 per 1,000 Customers
Average	\$0.52 per 1,000 Customers	
Standard Deviation Calculation	\$1.63 per 1,000 Customers	
Penalty Range	\$2.15 to \$3.78	
Offset Range	Not Applicable*	

Note: Data provided to the nearest 100th of a dollar.

*Offsets are not applicable at this time because one standard deviation below the average is in the negative range.

Since the deadband alone brings this value below zero, no offset is applicable at this time.

Fitchburg Gas and Electric Light Company d/b/a Unitil

SAIFI and SAIDI

Benchmarks, Standard Deviations, and Supporting Calculations

SAIFI

Benchmark*	1.677	interruptions
Current Year Performance	2005: 1.705	interruptions
Historical Data	2004: 1.231	interruptions
	2003: 1.810	interruptions
	2002: 2.186	interruptions
	2001: 1.596	interruptions
	2000: 1.362	interruptions
	1999: 2.003	interruptions
	1998: 1.341	interruptions
	1997: 1.896	interruptions
	1996: 1.782	interruptions
Average	1.690	interruptions
Standard Deviation Calculation*	0.307	interruptions
Penalty Range	1.984 to 2.291	interruptions
Offset Range	1.370 to 1.062	interruptions

Note: Data provided to the nearest 1000th of a reported outage, in accordance with Section VIII A.

*Benchmark and Standard Deviation Calculations based on 1996 through 2000 data.

SAIDI

Benchmark*	131.54	minutes
Current Year Performance	2005: 120.66	minutes
Historical Data	2004: 106.53	minutes
	2003: 141.63	minutes
	2002: 191.37	minutes
	2001: 140.35	minutes
	2000: 116.56	minutes
	1999: 160.88	minutes
	1998: 116.09	minutes
	1997: 139.45	minutes
	1996: 124.70	minutes
Average	137.51	minutes
Standard Deviation Calculation*	18.93	minutes
Penalty Range	150.47 to 169.39	minutes
Offset Range	112.61 to 93.68	minutes

Note: Data provided to the nearest 100th of a minute, in accordance with Section VIII A.

*Benchmark and Standard Deviation Calculations based on 1996 through 2000 data.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Electric Division

Lost Work Time Accident Rate

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	7.94	incidents per 100 FTEs
Current Year Performance	2005: 4.69	incidents per 100 FTEs
Historical Data Used to Set Benchmark	2004: 5.52	incidents per 100 FTEs
	2003: 2.20	incidents per 100 FTEs
	2002: 1.02	incidents per 100 FTEs
	2001: 7.33	incidents per 100 FTEs
	2000: 7.44	incidents per 100 FTEs
	1999: 7.34	incidents per 100 FTEs
	1998: 11.83	incidents per 100 FTEs
	1997: 9.91	incidents per 100 FTEs
	1996: 13.99	incidents per 100 FTEs
	1995: 12.78	incidents per 100 FTEs
Average	7.94	incidents per 100 FTEs
Standard Deviation Calculation	4.30	incidents per 100 FTEs
Penalty Range	12.24 to 16.54	
Offset Range	3.63 to 0.00	

Note: Data provided to the nearest 100th of an accident, in accordance with Section VIII A.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Staffing Levels

Historial Data and Average

Current Year Performance	2005:	83
Historical Data*	2004:	85
	2003:	87
	2002:	86
	2001:	85
	2000:	83
	1999:	83
	1998:	83
	1997:	102
Average		87

*Based on number of employees on payroll at the end of the year. Commencing with 2002, staffing level refers to the number of staff positions which includes the number of employees on payroll plus open positions.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Restricted Work Day Rate

Historial Data and Average

Current Year Performance	2005:	1.2	cases
Historical Data	2004:	4.4	cases
	2003:	1.1	cases
	2002:	0.0	cases
	2001:	4.2	cases
Average		2.4	cases

Fitchburg Gas and Electric Light Company d/b/a Unitil

Property Damage in Excess of \$50,000

Historial Data and Average

Current Year Performance	2005:	0.0	incidents
Historical Data	2004:	0.0	incidents
	2003:	0.0	incidents
	2002:	0.0	incidents
	2001:	0.0	incidents
Average		0.0	incidents

Fitchburg Gas and Electric Light Company d/b/a Unitil

Line Losses

Historial Data and Average

Current Year Performance	2005: 5.5%
Historical Data	2004: 5.4%
	2003: 5.4%
	2002: 5.5%
	2001: 5.3%
Average	5.4%

Fitchburg Gas and Electric Light Company d/b/a Unitil

Capital Expenditures

Historial Data and Average

	<u>\$ Expenditure</u>	<u># of Projects</u>
Current Year Performance	2005: \$5,872,259	17
Historical Data	2004: \$4,829,424	22
	2003: \$3,748,899	15
	2002: \$4,244,306	19
	2001: \$9,209,656	18
	2000: \$8,542,458	17
	1999: \$7,445,347	13
	1998: \$6,094,805	14
	1997: \$4,558,181	15
	1996: \$6,392,237	11
	1995: \$3,527,650	13
Average	\$5,859,296	16

Fitchburg Gas and Electric Light Company d/b/a Unitil

Customer Surveys

Historial Data and Average

Customer Satisfaction - Random (Scale 1 - 7)

Current Year Performance	2005:	5.2
Historical Data	2004:	5.3
	2003:	5.2
	2002:	5.2
Average		5.2

Customer Specific - Calls (Scale 1 - 7)

Current Year Performance	2005:	5.7
Historical Data	2004:	5.7
	2003:	5.9
	2002:	6.1
Average		5.9

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Customer Service Guarantees

Historial Data and Average

	<u>\$ Amount</u>	<u># of Payments</u>
Current Year Performance	2005: \$0	0
Historical Data	2004: \$0	0
	2003: \$0	0
	2002: \$0	0
Average	\$0	0

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CAIDI

Historial Data and Average

Current Year Performance	2005:	70.75	minutes
Historical Data	2004:	86.53	minutes
	2003:	78.25	minutes
	2002:	87.53	minutes
	2001:	42.68	minutes
	2000:	85.56	minutes
	1999:	81.47	minutes
	1998:	88.13	minutes
	1997:	72.90	minutes
	1996:	66.14	minutes
Average		76.58	minutes